



**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Steven Lurie Examiner: Krisciunas, Linda Mary  
Serial No.: 10/021,877 Group Art Unit: 3623  
Filed: December 14, 2001 Docket No.: 76705-202001/US  
Title: APPARATUS AND METHOD FOR ONLINE ADVICE CUSTOMER RELATIONSHIP  
MANAGEMENT  
Confirmation No.: 2729

**CERTIFICATE UNDER 37 CFR 1.8**

I hereby certify that this correspondence and identified enclosures are being transmitted by First Class Mail, addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on June 29, 2006.

Name: Nikia M. Mc Nillion

**AMENDMENT AND RESPONSE TO OFFICE ACTION**

MAIL STOP: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir/Madam:

In response to the Office Action mailed January 27, 2006, please kindly consider the following remarks/arguments:

**Claims** are shown in the list of claims that begins on page 2 of this paper; and

**Remarks/Arguments** begin on page 14 of this paper.